

Media Contact:

Will Wiquist, (202) 418-0509 will.wiquist@fcc.gov

For Immediate Release

FCC FINES TRAVEL CLUB MARKETING \$2.96 MILLION FOR ILLEGAL ROBOCALLS

Florida Company Made Unsolicited Prerecorded Advertising Calls to Over 100 Consumers

WASHINGTON, August 11, 2015 – The Federal Communications Commission announced a \$2.96 million fine against Travel Club Marketing, Inc., its related companies, and the companies' owner Olen Miller. Travel Club Marketing, based in Tampa, Florida, made or initiated at least 185 "robocalls," all of which were unsolicited, prerecorded advertising calls to over 142 consumers who had not consented to the robocalls and the majority of whom had placed their telephone number on the National Do-Not-Call Registry. This is the largest forfeiture order the Commission has issued for robocalling violations.

"It is unacceptable to invade consumers' privacy by bombarding them with unwanted and intrusive robocalls," said Travis LeBlanc, Chief of the FCC Enforcement Bureau. "All companies, and their owners, who thwart the Do-Not-Call list should expect to face severe consequences."

The Enforcement Bureau reviewed complaints from consumers who had received unwanted prerecorded calls to residential and cell phone lines promoting travel deals, free vacations, and time-shares. In addition, many of these consumers had sought to prevent unwanted telemarketing calls by placing their telephone numbers on the National Do-Not-Call Registry.

The Commission's action finds that Travel Club Marketing, its related companies, and its owner Olen Miller willfully and repeatedly violated the Communications Act and the Commission's rules by making or initiating at least185 unlawful prerecorded advertising calls to 142 consumers. At the time of these calls, the Communications Act and Commission's rules required prior express consent for all robocalls to cell phones and either prior express consent or an established business relations for advertising robocalls to residential telephone lines. Travel Club Marketing did not have prior express consent or an established business relationship for any of the calls they made. The Commission amended the rules, effective October 2013, to rescind the established business relationship exemption and to require that prior express consent be in writing for all advertising robocalls.

For more information about the FCC's rules protecting consumers from unwanted calls and faxes, see the FCC consumer guide Rules and Resources for Dealing with Unwanted Calls and Texts at https://www.fcc.gov/robocalls.

To file a complaint with the FCC, go to https://consumercomplaints.fcc.gov/hc/en-us or contact the FCC's Consumer Center by calling 1-888-CALL-FCC (1-888-225-5322) voice or 1-888-TELL-FCC (1-888-835-5322) TTY; faxing 1-866-418-0232; or by writing to:

Federal Communications Commission Consumer and Governmental Affairs Bureau Consumer Inquiries and Complaints Division 445 12th Street, SW Washington, DC 20554

The Forfeiture Order is available at: https://apps.fcc.gov/edocs_public/attachmatch/
FCC-15-102A1.pdf

Action by the Commission August 6, 2015 by Order (FCC 15-102). Chairman Wheeler, Commissioners Clyburn, Rosenworcel, Pai, and O'Rielly.

###

Office of Media Relations: (202) 418-0500 TTY: (888) 835-5322 Twitter: @FCC www.fcc.gov/office-media-relations

This is an unofficial announcement of Commission action. Release of the full text of a Commission order constitutes official action. See MCI v. FCC, 515 F.2d 385 (D.C. Cir. 1974).